

10

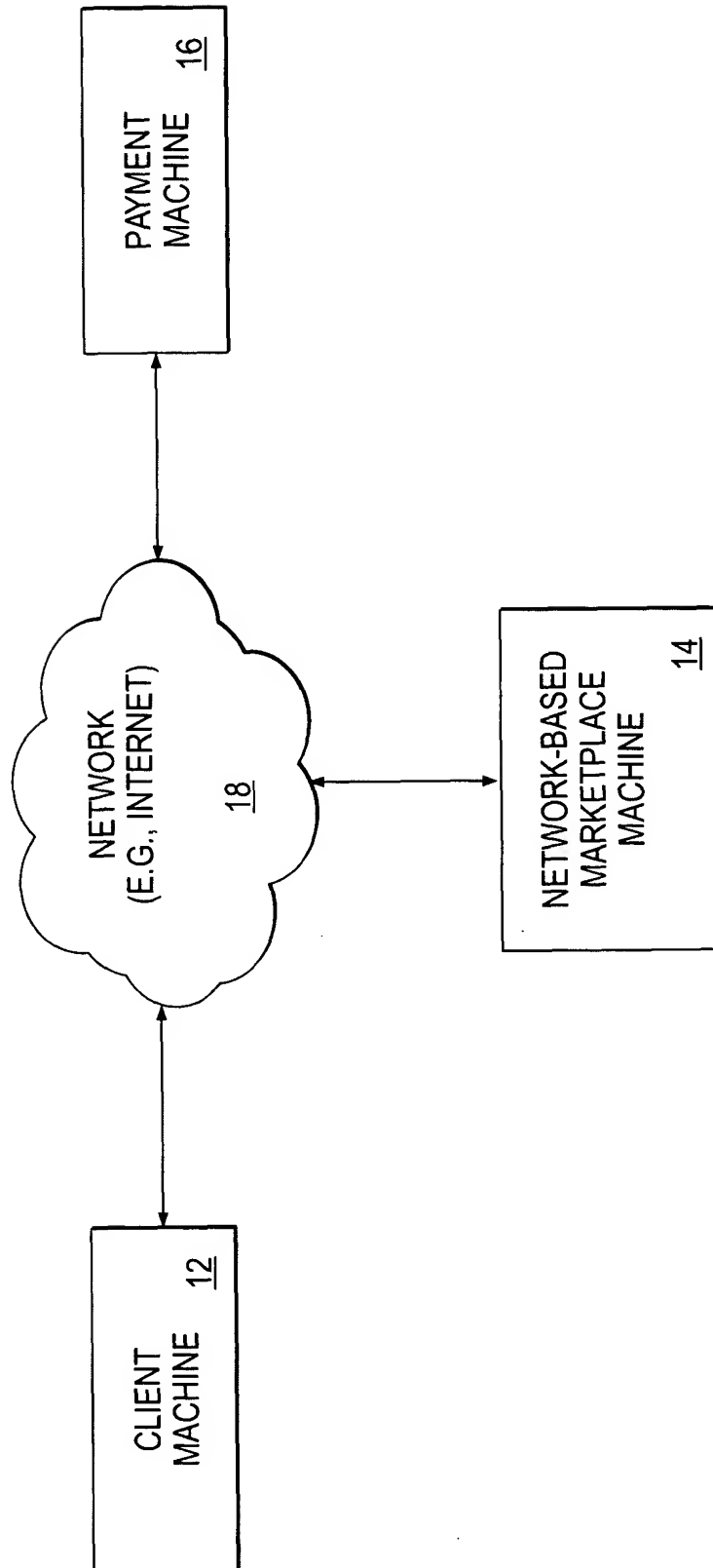


Fig. 1

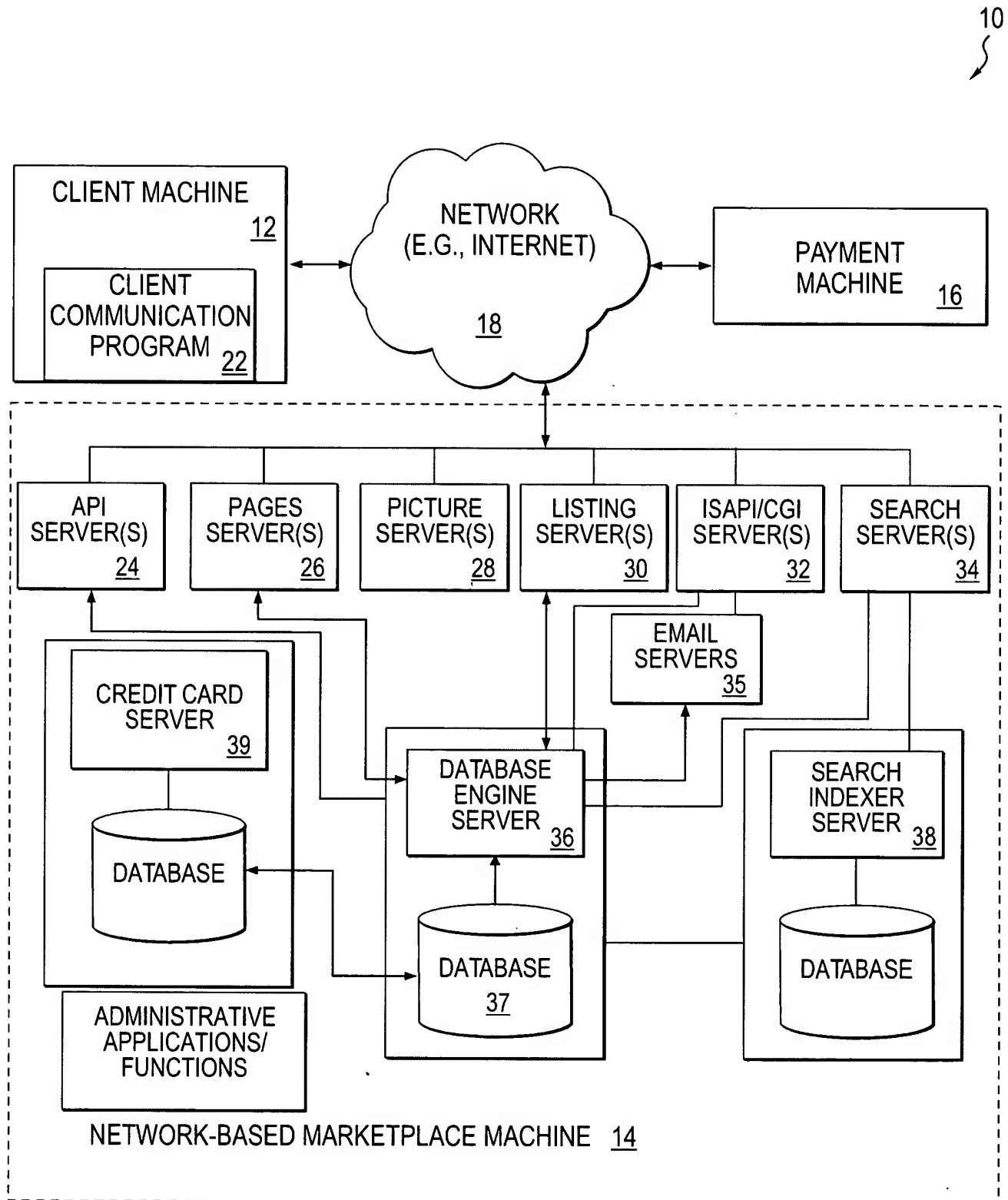


Fig. 2

10  
↙

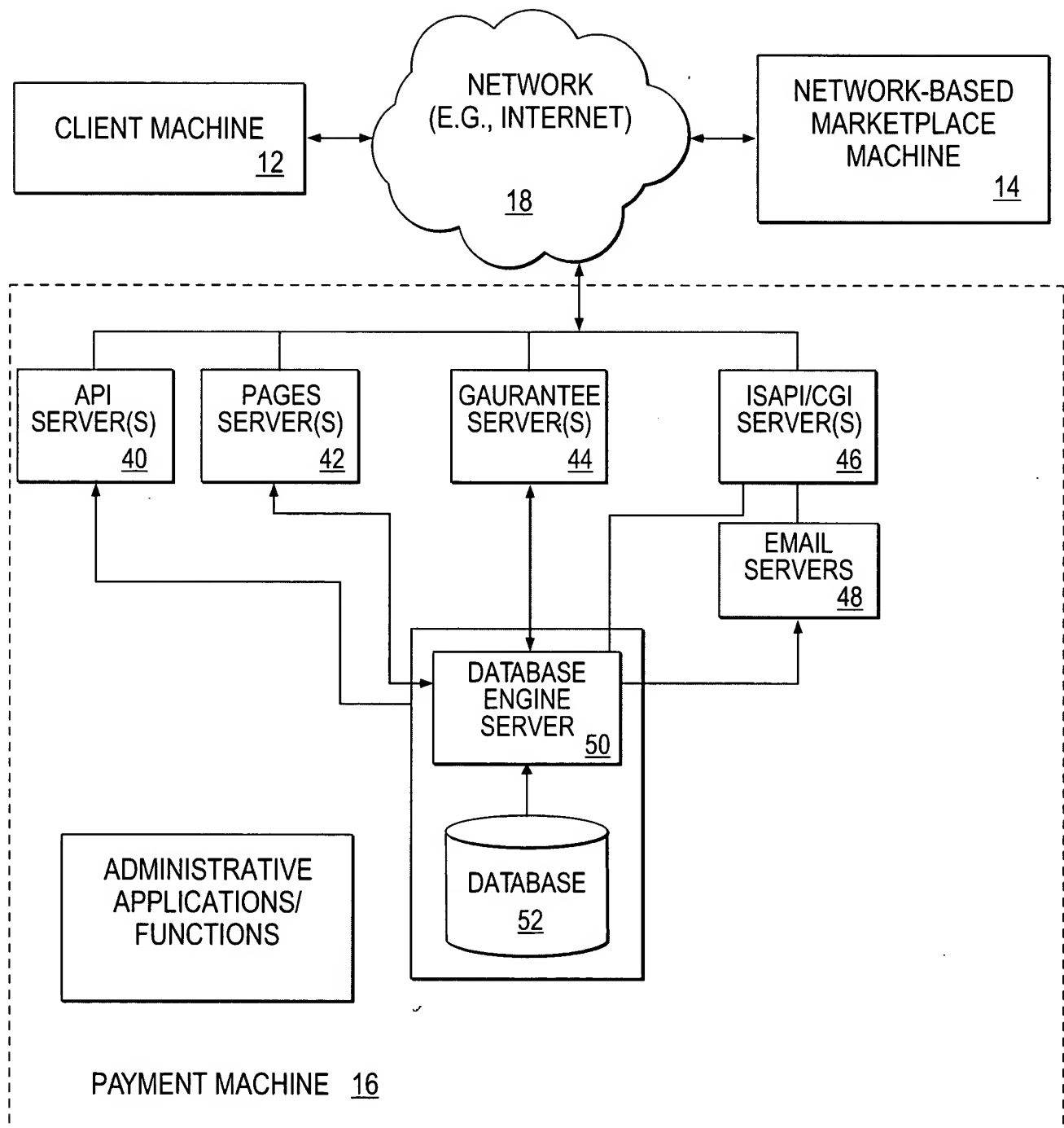


Fig. 3

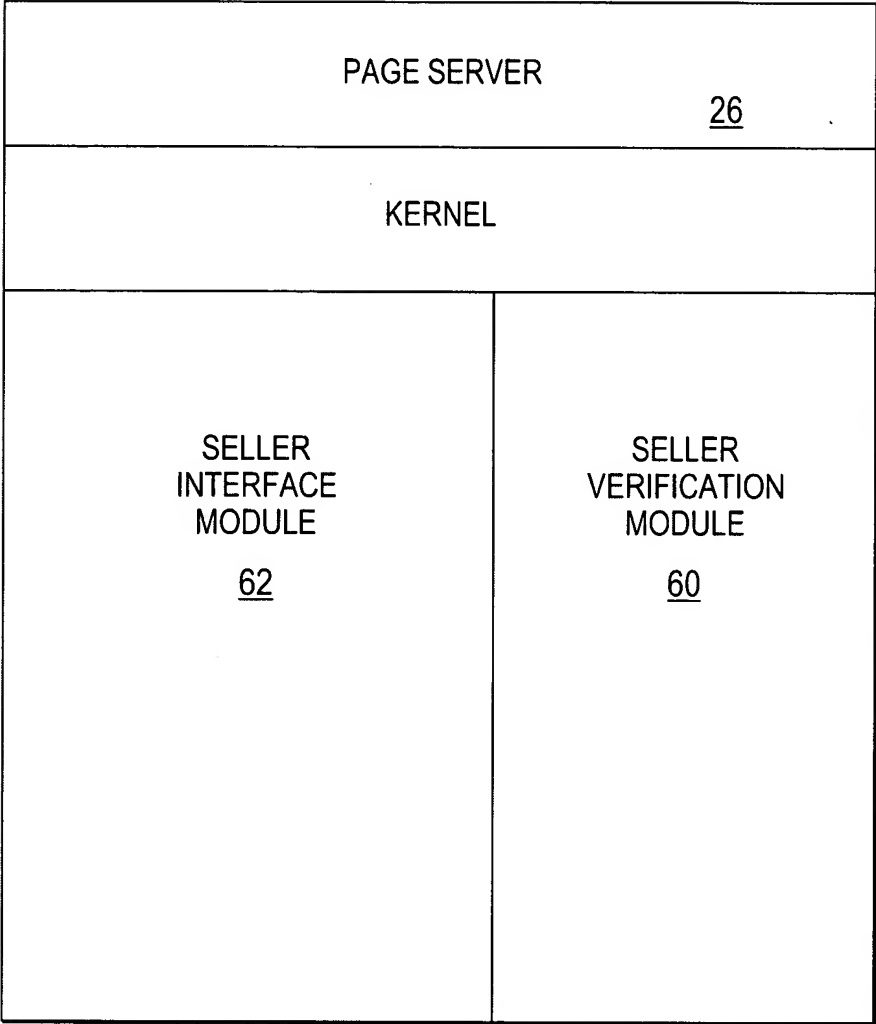


Fig. 4

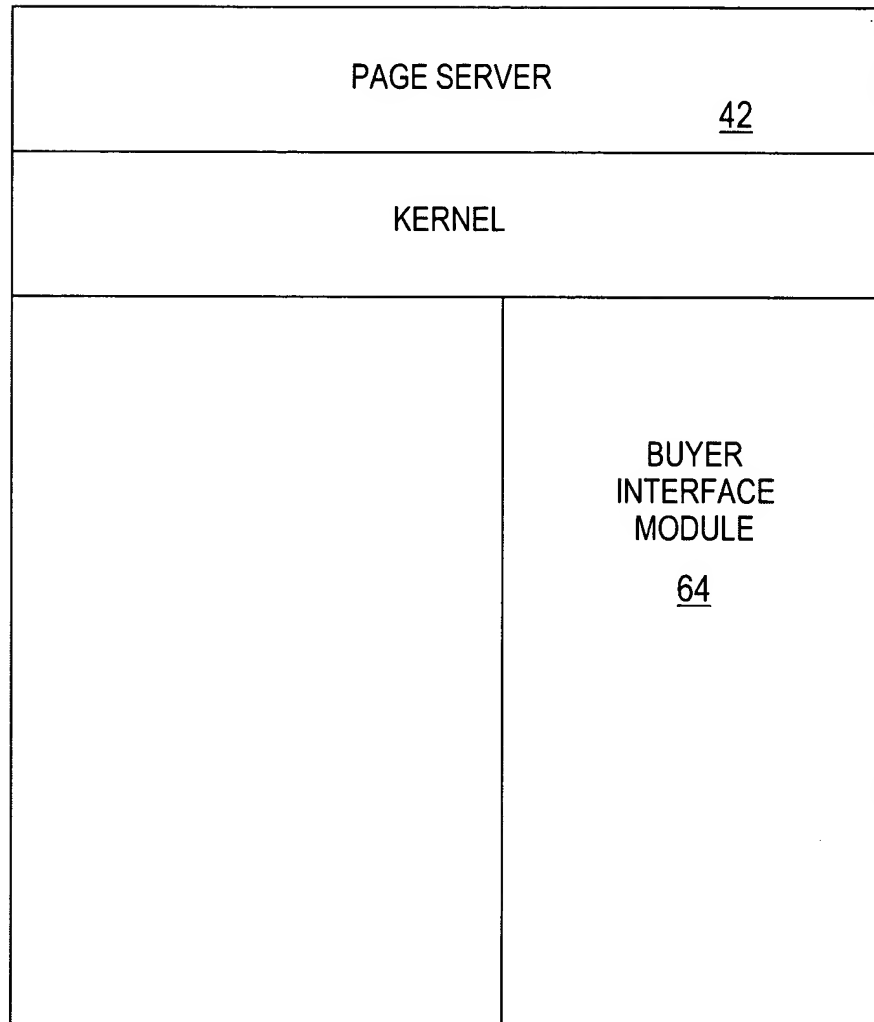


Fig. 5

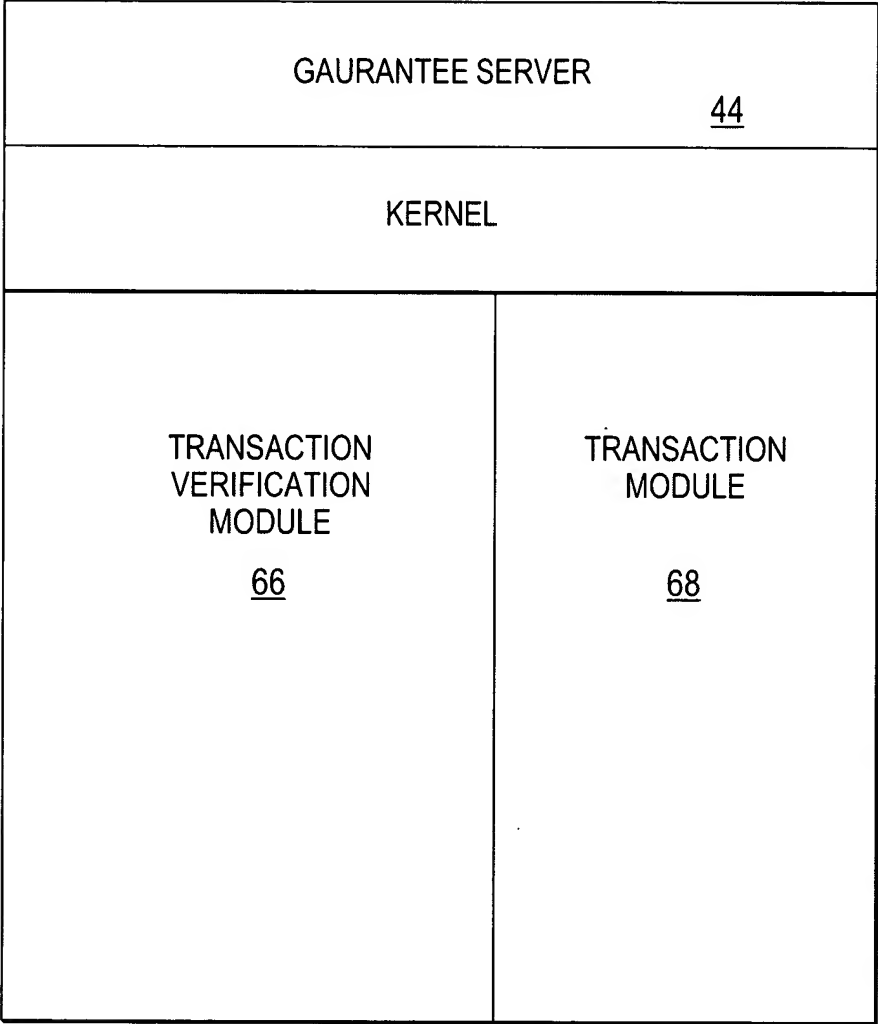


Fig. 6

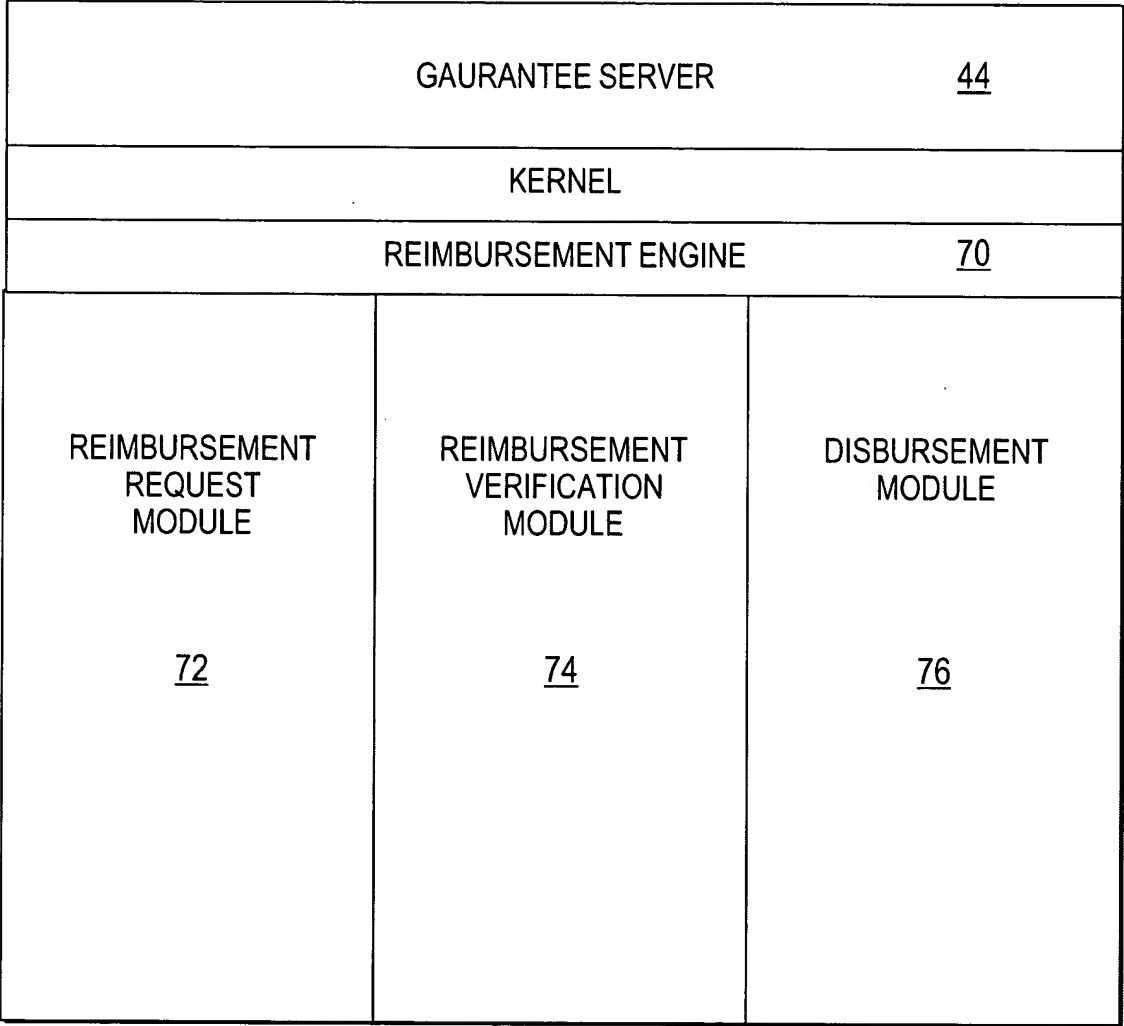


Fig. 7

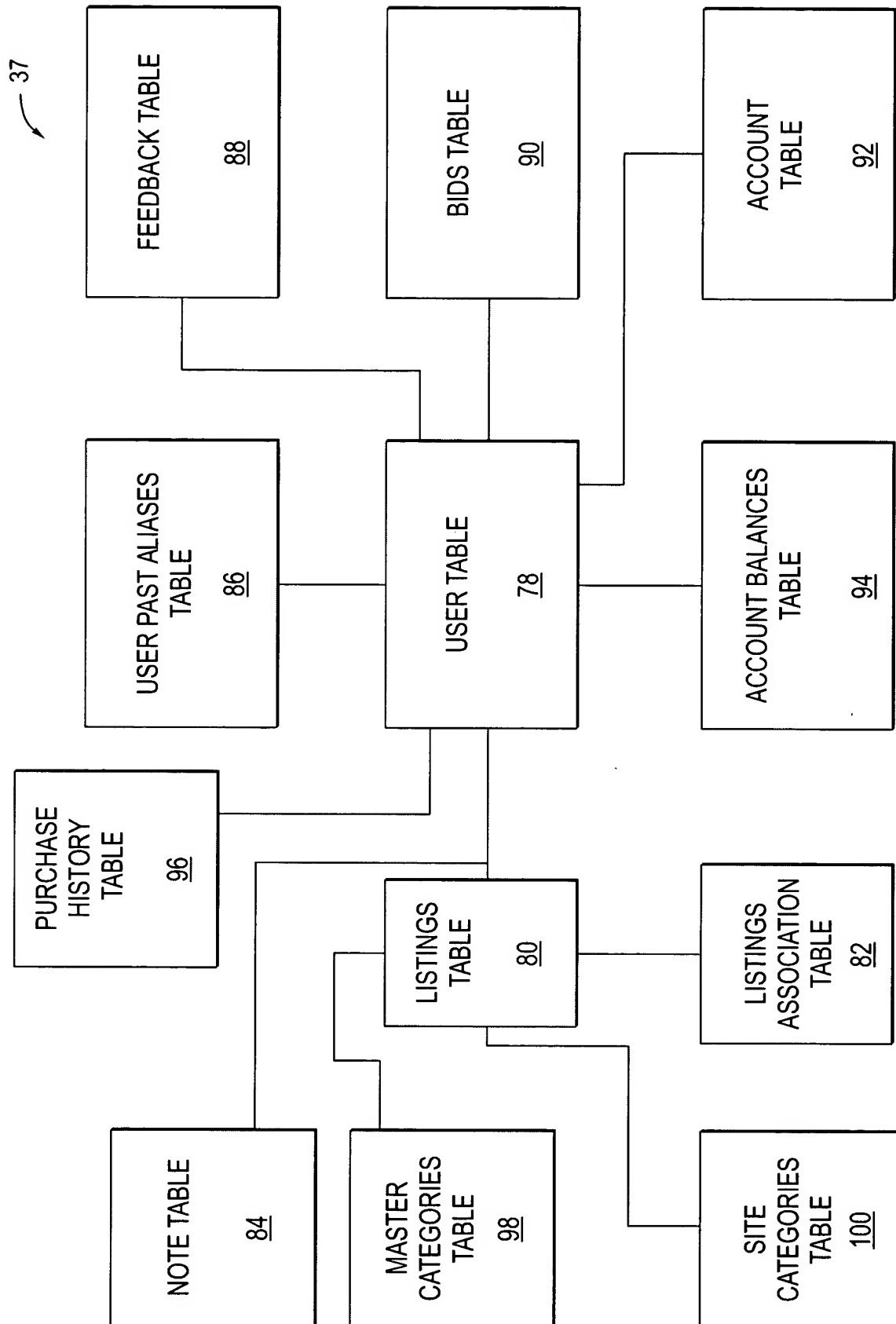


Fig. 8



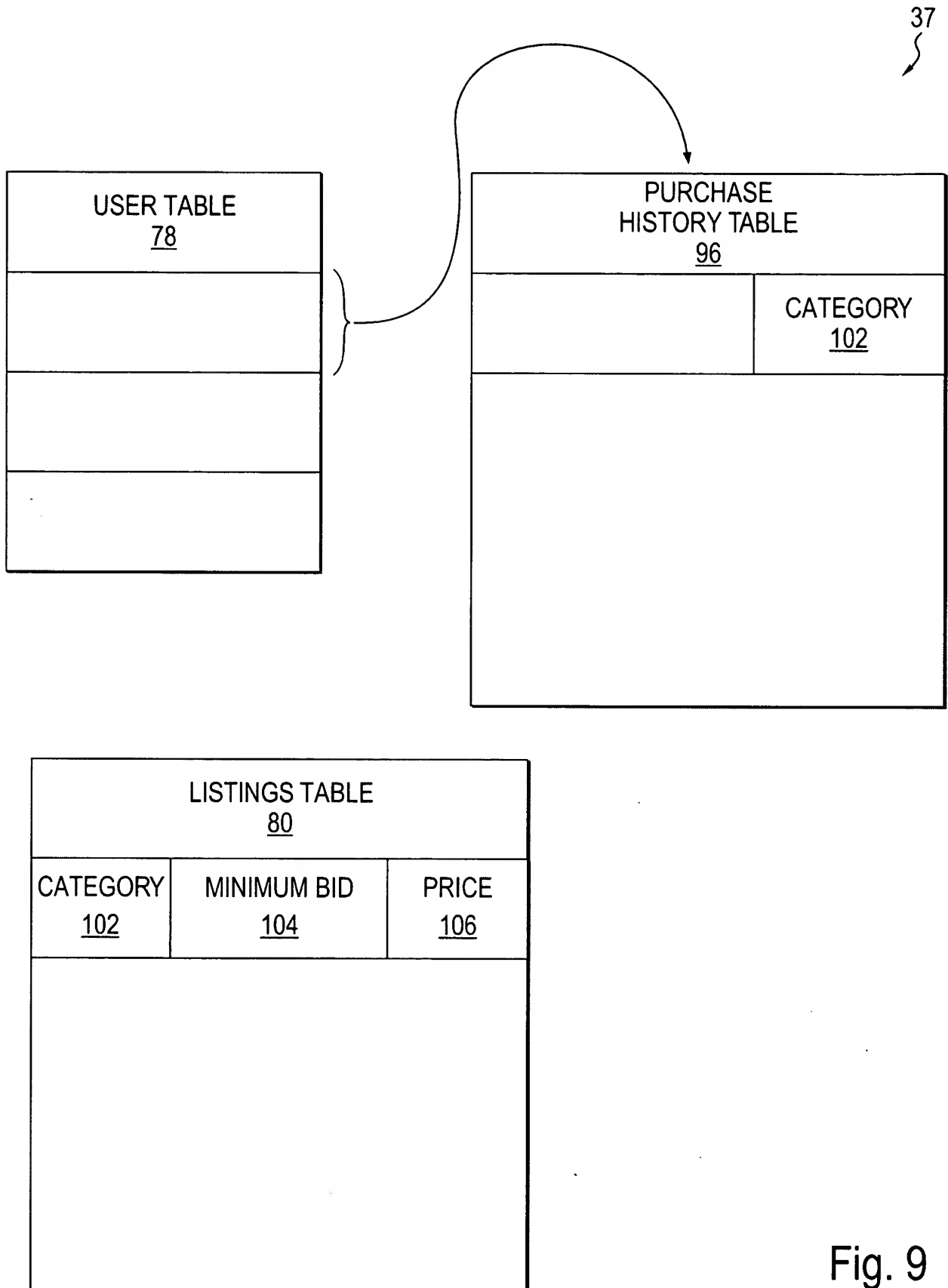


Fig. 9

52

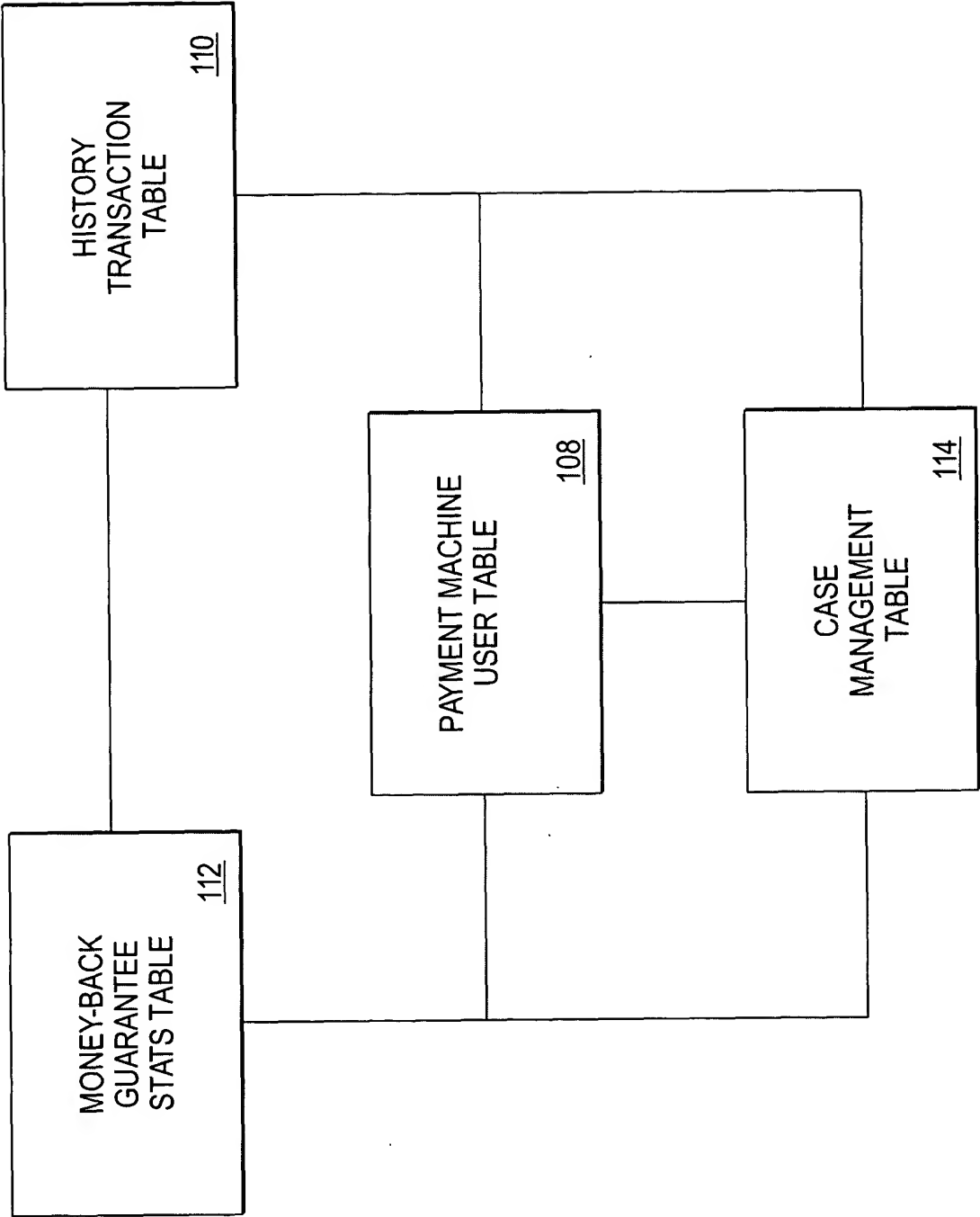


Fig. 10

USER TABLE 108

USER IDENTIFICATION (ID)	USER PERSONAL INFORMATION
<u>116</u>	<u>118</u>

TRANSACTION HISTORY TABLE 110

TRANSACTION DATE <u>120</u>	LISTING CATEGORY <u>122</u>	USER TYPE (BUYER / SELLER) <u>124</u>	MBG PURCHASED (BUYER) <u>126</u>	MBG FEE AMOUNT PAID <u>128</u>	TRANSACTION AMOUNT <u>130</u>	TRANSACTION ID <u>132</u>

MONEY-BACK GUARANTEE STATS TABLE 112

MBG OFFERED <u>134</u>	MBG OPTION SELECTED <u>136</u>	NO. OF REIMBURSEMENT REQUESTS FILED <u>138</u>	NO. OF REIMBURSEMENT PAID <u>140</u>

CASE MANAGEMENT TABLE 114

DATE OF REQUEST FOR REIMBURSEMENT <u>142</u>	REIMBURSEMENT DECISION <u>144</u>	REIMBURSEMENT AMOUNT <u>146</u>	REIMBURSEMENT DATE <u>148</u>	COMMENTS NOTES <u>150</u>

Fig. 11

152

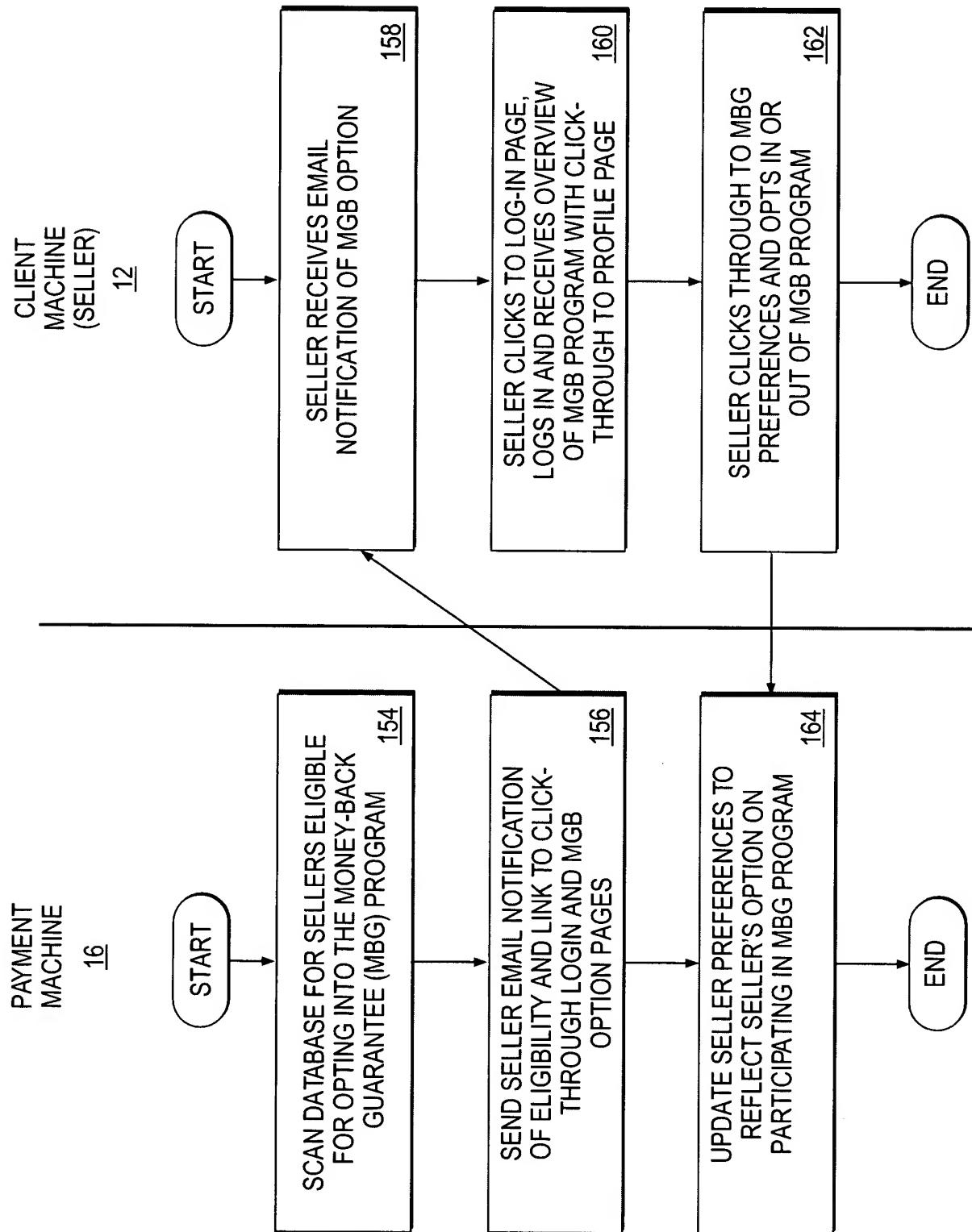


Fig. 12

166

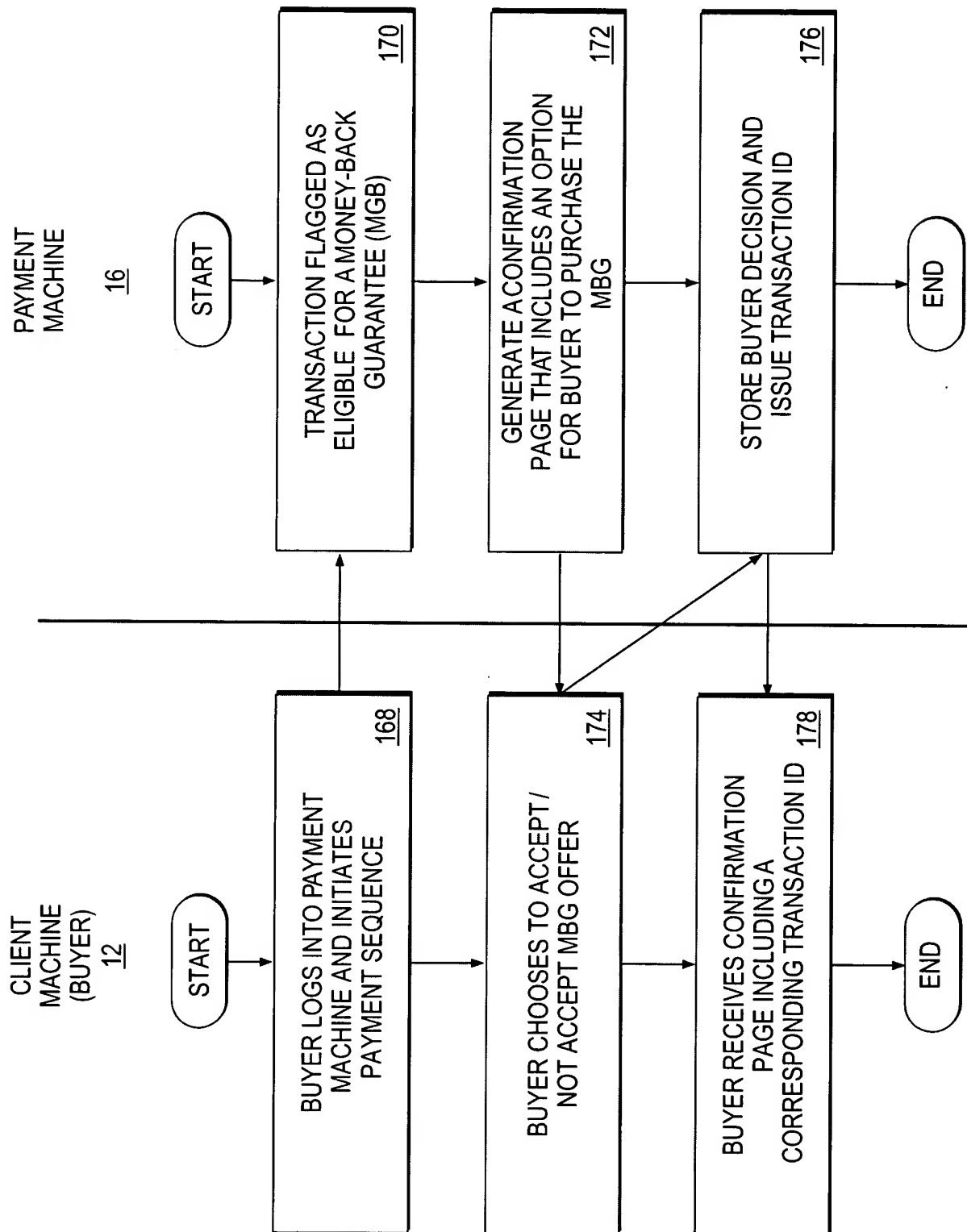
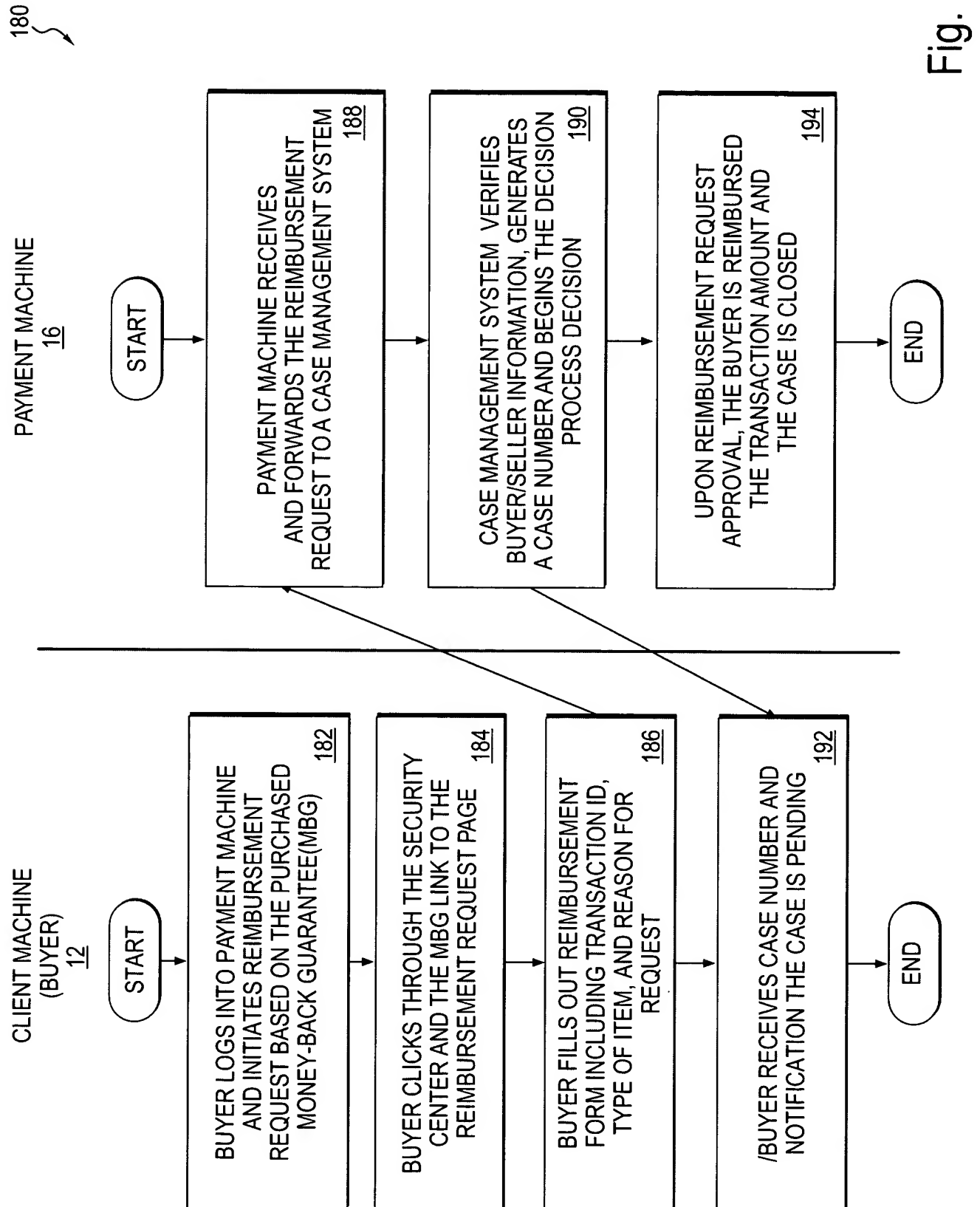


Fig. 13



200

BACK | [REFRESH](#) | [HOME](#) | [SEARCH](#)

Address

My Account

Overview

Add Funds

Withdraw

History

Profile

[Log Out](#) | [Help](#)

Money Back Guarantee

PayPal's Money Back Guarantee lets your buyers purchase protection from PayPal. The Money Back Guarantee allows your buyer to return the merchandise to PayPal if they are dissatisfied, at no additional cost or liability to you.

This program will only be offered for tangible goods transactions of less than \$1000 with pre-qualified sellers.

☒ Check this box to offer the PayPal Money Back Guarantee program to your buyers.

202

Fig. 15

BACK | REFRESH | HOME | SEARCH

Address: [https://www.stage2.com/cgi-bin/webscr?\\_\\_track=\\_transaction-run:p/ema/index:\\_tran](https://www.stage2.com/cgi-bin/webscr?__track=_transaction-run:p/ema/index:_tran) Go Links >>

Log Out | Help

My Account Send Money Request Money Shop Sell

### Check Payment Details

Payment Details

Pay To: Nature's Keeper

User Status: Verified Business Member (0)

Type: Goods - Non-Auction

Amount: \$34.00

Total Amount: \$34.00

☐ Check here for Money Back Guarantee.  
 PayPal will guarantee receipt of and satisfaction with your purchase  
 for only \$2.70.

206

Send Money Edit Cancel

Fig. 16



BACK | REFRESH | HOME | SEARCH

Address

**My Account**   **Send Money**   **Request Money**   **Merchant Tools**   **Auction Tools**

**Overview**   **Add Funds**   **Withdraw**   **History**   **Profile**

### Money Back Guarantee Reimbursement Request Form

<b>Buyer Name:</b>	John Doe	<b>Seller Name:</b>	Nature's Keeper 3
<b>Mailing Address:</b>	45862 MBG Street Seattle, WA 98101 US	<b>Seller Email:</b>	NK3@Domain.com
<b>Mailing Address:</b>	JD@Domain.com	<b>Transaction Date:</b>	Aug 20, 2003
<b>Home Number:</b>	(408)555-1234	<b>Transaction Amt:</b>	-\$3.00
<b>Work Number:</b>	(408)555-1212	<b>Seller Status:</b>	Verified
<b>Buyer Status:</b>	Verified		

Please provide the following information as part of your request.

**Category of Purchase:**

**Reason for Request:**

**Additional comments:**

1600 characters left  

Fig. 17

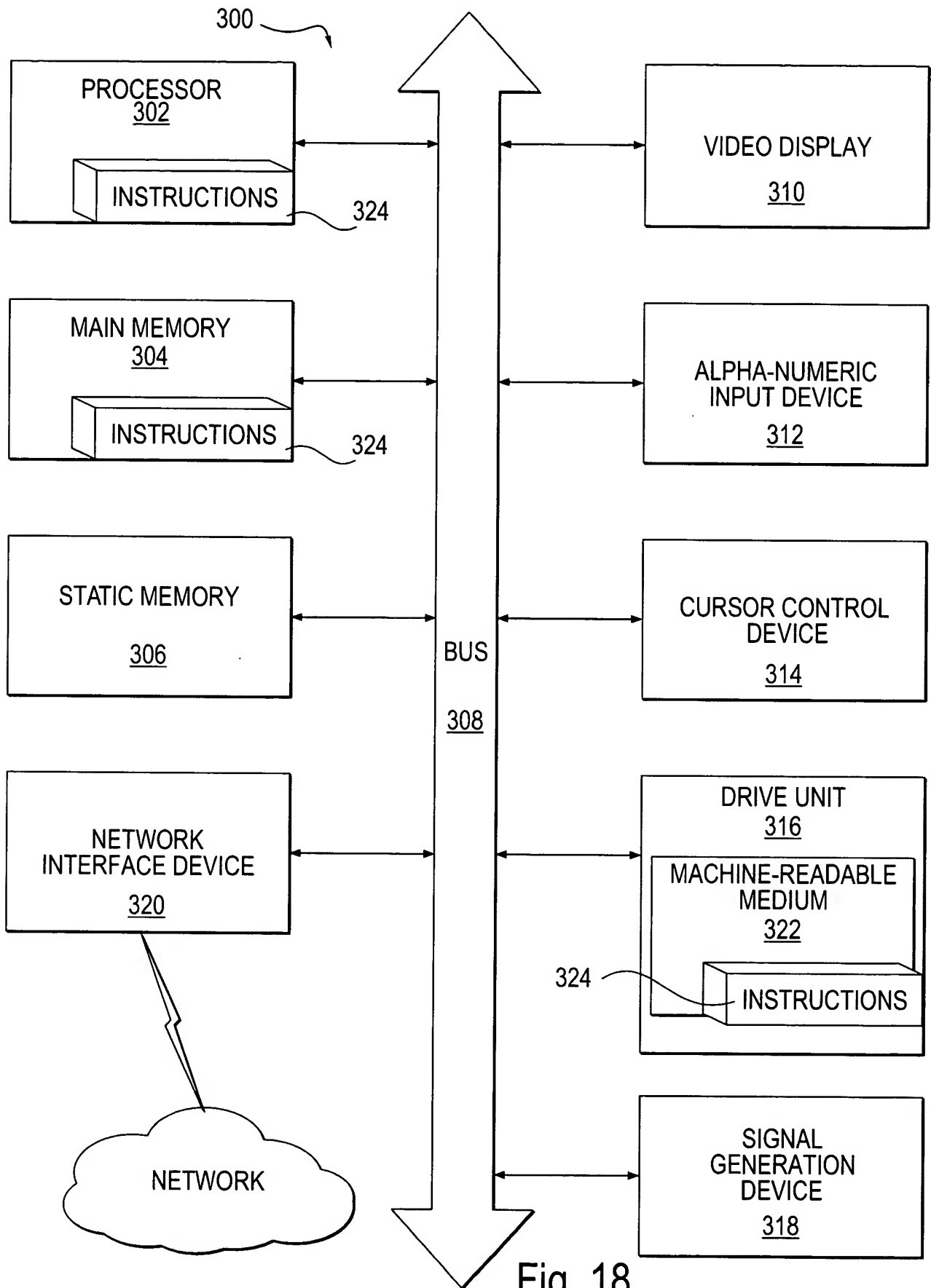


Fig. 18